

If you contacted more than one company to resolve complaint, please list additional company(ies)' name(s), name(s) and number(s) of company(ies)' representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?


Indicate the responsible carrier(s):

Other Carriers Listed:

Subject Code:

ANALYSIS SECTION

Correspondence Type: ☒ Complaint ☐ Inquiry Source Code: Postal Mail

Apparent Carrier(s): Business Options, Inc. Re-Serve Carrier(s): 

Responding Carrier(s): Assigned Subject Code: Slamming

Supervisor Check: ☐ Yes ☒ No

Activity Code: Direct Assigned Code Acronym: SLAM

Final Responsible Party: Sub-Category: Long Distance slammed (SLGD)

Response Type: SLAM

Referral Information

Date Referred:

Slamming Referral:

☐ Yes ☒ No

Deficiency Letter Sent?:

☐ Yes ☒ No

Agency Name(s):

Company Name(s):

Referred To:



Create Referral

Create TDPAL

Create Deficiency L

Create Notice L

Deferment Information

Date Deferred:

Reason:

None

Date UnDeferred:

Extension Information:

Extension Requested:

☐ Yes ☒ No

Extension Granted:

☐ Yes ☒ No

Extension Date:

SERVE INFORMATION

COMMENTS

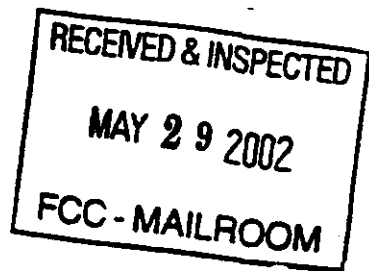
Comment History:

Confirmed

JUN 06 2002

Distribution Center

May 16, 2002



To Whom It May Concern:

I am writing this letter to let you know of a "slamming" incident that happened to me.

On about April 20th, I received a phone call from a person asking about our SBC long distance calling plan. (Our long distance carrier is AT&T.) I understood they could lower our rate and include the charges on our regular bill, therefore only receive one bill instead of two. I asked the name of the other carrier, but got no answer. I assumed, then, that it was the same. Later, AT&T called and asked if we had given permission to be changed. I said I thought not as they had not given me a name of another carrier. AT&T said they would re-connect us with them at no cost and notify SBC.

I was shocked when I received my next SBC bill--it was \$81 instead of the usual \$18.66. SBC called me the next day asking if I was happy with them. I told them "no" due to the huge increase in my bill. My son was here at the time and he took the call then. After several more phone calls, he finally found out from SBC that the third carrier was Qwest Communications, and we should let the FCC know about this.

The issue was resolved and we are still with AT&T long distance.

Sincerely,

Caroline Michaelis

For

Current Charges

Monthly Service (See Detail)

Itemized Calls (See Items 1 thru 3)

Itemized Charges (See Items 4 thru 7)

19.75
17.30

USBI Current Charges (before taxes)

37.05

Questions:

Federal Tax

State and Local Taxes

1.11
1.13

1 Calls

Item	Date	Time	Place Called	Area Number	Rate	Min	Amount
------	------	------	--------------	-------------	------	-----	--------

Calls from 636-479-4324

Billed on Behalf of: Business Options Inc**

1	04/24	08:29PM	KEARNEY	MO	816 628-4503	E	1.0	25	#3
2	04/24	10:15PM	KEARNEY	MO	816 628-4503	E	27.0	6.75	#3
3	04/28	09:25PM	KEARNEY	MO	816 628-4503	N	51.0	12.75	#3

Total Itemized Calls for USBI (before taxes)

79.0
19.75

** New services provided and billed

1 Charges

Item	Date	Service	Amount
------	------	---------	--------

Charges for 636-479-4324

Billed on Behalf of: Business Options Inc

4	04/30	FEDERAL UNIVERSAL SERVICE FUND	3.75
5	04/30	CALLING PLAN MONTHLY FEE	4.90
6	05/02	FEDERAL UNIVERSAL SERVICE FUND	3.75
7	05/02	CALLING PLAN MONTHLY FEE	4.90

Total Itemized Charges for USBI (before taxes)

17.30

1888-225-5322 FCC

Short-cut

- 1.) A more direct route than the ordinary.
2.) A means of saving time or effort. 3.) SBC On-Line Billing & Payment Service.

>Redefine how you pay your phone bill with On-Line Billing & Payment Service. It's convenient, secure and FREE! Now you can view, pay and print your phone bill without stamps, paper or hassle.



Plus, you can sign up for the FREE SBC up2speed e-mail newsletter and e-mails that tell you about current promotions, tips, shopping offers and more. Not to mention, you could win one of our great prizes, including a fully-loaded IBM® NetVista X41 integrated flat panel PC suite!

Just check the appropriate boxes below, then tear off the form and drop it back in your return envelope. We'll do the rest. If you're already paying your phone bill online and want the up2speed e-mail newsletter, simply check the middle box below when completing the form. You'll be signed up for the newsletter and entered in the sweepstakes.

On-Line Billing & Payment Service and the up2speed e-mail newsletter are FREE! So sign up today by filling out the form below.



On-Line Billing & Payment Service is free through the www.sbc.com Web site. However, customers who choose to use a 4th Party Web site, Internet service providers, and Internet and other Internet sites are responsible for any service fees that may apply. All other trademarks are the property of their respective owners. Sweepstakes ends 7/31/02. No purchase or online subscription necessary. For official sweepstakes rules, go to www.sbc.com/officesweepstakes/rules. A self-addressed stamped envelope to SBC Communications, 17500 San Mateo, Box 6-A-01, San Antonio, TX 78216. SBC Southwestern Bell is a trademark of SBC Communications Inc. © 2002 SBC Southwestern Bell Telephone Company. All rights reserved.

Please detach and return

Account Number
636-479-4324-115-2

Bill Date
May 03, 2002

- (Check all that apply)
- ☐ Yes! Sign me up for the FREE On-Line Billing & Payment Service and enter me in the SBC Power Up Sweepstakes.
 - ☐ Yes! I would like to get the FREE up2speed e-mail newsletter and product messages delivered straight to my inbox with the latest technology news, telephone tips and special offers. And enter me in the SBC Power Up Sweepstakes.
 - ☐ Just enter me in the SBC Power Up Sweepstakes. Visit www.swb.com/officesweepstakes/rules for Official Rules.

(Mandatory)

Name _____
Phone Number (h) _____ (w) _____
Address _____
My e-mail address _____
Signature _____

LEAVE WITH HAPPEN
INCLUDE COPY OF BILL

405
2055-1
S. OPEN WEST

1600
545
7928

CALL AT-T
NO ORDER
RE-W PLAN

636-479-4324-115-2
May 03, 2002

Monthly Statement

QUEST
39.29
23.94 chg.

18.66
PAY

► Previous Charges and Credits

Amount of Last Bill 18.69
Payments Applied: 04-26-02 18.69cr
Thank You00

► Summary of Current Charges

SWBell Telephone (See Page 3) 39.28
USBI (See Page 7) 37.05

Taxes
Total Federal Tax 2.25
Total State and Local Taxes 3.31

Current Charges Due by May 31 81.89

► Total Amount Due 81.89

Important Information

- Receipt of the full amount of your bill by the due by date is appreciated. Thank you for choosing SBC Southwestern Bell.
- AVOID DISCONNECTION:** All of the charges must be paid each month to keep your account current and avoid collection activities. However, certain charges **MUST** be paid in order to avoid disconnection of basic local service. Currently, for this account that amount is \$10.26.
(See Page 2 for explanation).
- If charges greater than \$5.00 are carried over to your next bill, a \$1.60 late payment charge will apply.
- On your main line your Long Distance provider is Qwest Communications.
Your Local Toll provider is Qwest Communications.
If your providers have changed since your last bill, check

Please detach and mail this
portion with your payment

Account Number
636-479-4324-115-2



Mail Payment To:

PO BOX 630059
DALLAS TX 75263-0059



1061.5158.31509 1 AV 0.255

FRED D MICHAELIS
9976 WOODLAND RD
HILLSBORO MO 63050-3925



Bill Date
May 03, 2002

"Keep"
"Send"

Amount Due	81.89
Due Date	May 31

Make Checks
Payable To:
Southwestern Bell

636-479-4324-115-2
May 03, 2002
Import
(Contr
Whom
Billing
SWBe

SWBe
Billing
1-800

9759 6364794324 1152 07090722 7700000000000 000008189 10

Information

Other Charges Section for information.

all

SWBell Telephone	For Billing Questions	1-800-585-7928
	For Payment Arrangements or Late Payments	1-800-616-1171
	To Place an Order or Change Service	1-800-464-7928
	For Repair Services	1-800-246-8464

SWBell Website: www.swbell.com

USBI	For Billing Questions	1-888-480-8724
------	-----------------------------	----------------

Telephone

MONTHLY CHARGES - May 03 thru Jun 02

Local Charges	39.28
---------------	-------

Basic Local Service Charges and Fees	17.29
Basic Local Service	9.43
Mandatory Expanded Local Calling83
Number Portability Service Charge33
Federal Universal Service Fee50
Federal End User Common Line Charge	5.00
Special E911 Tax	1.11
Relay Missouri Surcharge09
Non-Recurring Local Charges (See Other Charges Section)	21.99

Toll Charges	.00
--------------	-----

Non-Recurring Toll Charges (See Other Charges Section)	.00
--	-----

SWBell Telephone Current Charges Subtotal (before taxes)	39.28
--	-------

Taxes	3.32
-------	------

Federal Tax (Local Charges)	1.14
Federal Tax (Non-Regulated & Toll Charges)00
State and Local Taxes (Local Charges)	2.18
State and Local Taxes (Non-Regulated & Toll Charges)	.00

Telephone
Questions:
85-7928

SWBell Telephone Total Current Charges (including taxes)	42.60
--	-------


5

COMPLAINT FOR JANE STACK

Complaint Type: Wireline

Account Type: Residential

☐ Congressional Complaint

IC Number:	02-S76440	Case Type:	Complaint
Date Received:	06/10/2002 	Complainant:	Jane Stack
Date Entered:	06/17/2002	Date Assigned:	06/17/2002
Entered By:	Bernie Beale	Date Reassigned:	
Assigned To:	Bernie Beale/FCCIN	Service Date:	06/28/2002 12:00:00 AM
Date Closed:		Response Date:	07/28/2002
Closed By:		Original Analyst:	
Close Letter Needed?	<input checked="" type="radio"/> Yes <input type="radio"/> No	Purged By:	Purged Date:

Current Status: Pending Carrier Reports

Complaint Summary:

See Attached Complaint

Apparent Carrier(s): Business Options, Inc.

Problem Number: 660-885-3139			
Title: None	First Name: Jane	Middle Initial:	Last Name: Stack
Contact Name:		Best Time to Call:	
Contact Number: Ext.		Fax Number:	
Email Address:		Internet Address:	
PO Box:		Address:	8104 Gale Street
City: ANNANDALE		State: VA	Zip: 22003

On Behalf Of:	
Company Name:	
Party's Name:	Relationship with the Party:
Party's Contact Number: Ext.	PO Box:
	Address:
	City:State:Zip:
Other Party that can be contacted?	
Name:	Relationship:
Contact Number: Ext.	Address:
	City: State: Zip:
**Amount of credit FCC effort generated:	

Contacted the companies to resolve complaint?

If yes, name of company, name and number of company representative you spoke with:

Name: Phone: Ext:

Date you spoke with company representative:

If you contacted more than one company to resolve complaint, please list additional company(ies)' name(s), name(s) and number(s) of company(ies)' representatives and date you spoke to those representatives here:

Name: Phone: Ext:

Date you spoke with the second company representative:

Have you paid any of the disputed charges?

Did the company billing for these charges adjust or refund some or all of the disputed charges?

If yes, what was the amount of the adjustment or refund?

Willing to provide further written statements for use of the FCC or other agencies in enforcement actions against companies?

Indicate the responsible carrier(s):

Other Carriers Listed:

Subject Code:

ANALYSIS SECTION

Correspondence Type: ☒ Complaint ☐ Inquiry Source Code: Postal Mail

Apparent Carrier(s): Business Options, Inc.

Re-Serve Carrier(s):



Responding Carrier(s):

Assigned Subject Code:

Slamming

Supervisor Check: ☐ Yes ☒ No

Activity Code: Direct

Assigned Code Acronym:

SLAM

Final Responsible Party:

Sub-Category:

Long Distance
slammed (SLGD)

Response Type:

Referral Information

Date Referred:

Slamming Referral: ☐ Yes ☒ No

Deficiency Letter Sent?:

☐ Yes ☒ No

Agency Name(s):

Company Name(s):

Referred To:



Deferment Information

Date Deferred:

Reason:

None

Date UnDeferred:

Extension Information:

Extension Requested: ☐ Yes ☒ No

Extension Granted: ☐ Yes ☒ No

Extension Date:

SERVE INFORMATION

COMMENTS

Comment History:

DOCUMENT HISTORY

Entered by Bernie Beale 17-Jun-02 at 09:40 AM
Modified by Bernie Beale 11-Jul-02 at 01:04 AM

— *Journal of the American Medical Association*



Monthly statement: May 8, 2002

1 of 6

Customer service
1-800-788-3500Internet address
www.sprint.comCustomer number
660-885-3139

Fast Facts

Date Due: Jun 4, 2002

Total Due: \$42

If you Call We Will Listen.

As a Sprint customer, we know you will have questions from time to time. Our commitment to you is this: If you call, we will listen and make every attempt to deliver complete satisfaction. Thank you for your business.

Customer summary

Previous charges	2
Payment April 25 - Thank you!	-2
Balance	
Current month charges	40
Total amount due	\$42

Current month charges

Sprint local services: page 3	2
USB: page 5	10
Total current month charges	\$42

Carrier selections

Local toll: Qwest Communications Corp

Long distance: Qwest Communications Corp

One or more of your carrier selections has been changed since the last billing statement. See page: 4



Please recycle

TERMINAL

Please return this portion with payment.

Customer service
1-800-788-3500Internet address
www.sprint.comCustomer number
660-885-3139

Check here if information is requested on back

Date due: June 4, 2002

Total amount due: \$4

\$44.00 if received after June 8.

Amount enclosed:

Make checks payable to:



BESSIE GOODBRAKE
% SYLVIA JANE STACK
8104 GALE ST
ANNANDALE VA 22003-1226

Sprint
PO Box 219505
Kansas City MO 64121-9505



07 66088531390207 00000000004210 000042109 0218607



Monthly statement: May 8, 2002

2 of 6

Customer service
1-800-788-3500

Internet address
www.sprint.com

Customer number
660-885-3139-02

Important Information

State and federal regulatory news concerning your communication services.

† - Truth-in-Billing

State and federal rules require identification of specific charges that may result in interruption of local phone service if not paid (†). Other services and equipment are available to customers as an added value, but are not required to provide your local phone service. Customers are responsible for the full amount due for any services requested. Please review your bill and notify Sprint of any unauthorized charges or changes to your account.

Important information continued page 6

Get the latest news from Sprint!

I would like to receive e-mails advising me of special promotions, new product announcements and news in my area*.

Send information to:

Name:

E-Mail Address:

* Please check the box on the reverse side to ensure a response.



Monthly statement: May 8, 2002

3 of 6

Customer service
1-800-788-3500Internet address
www.sprint.comCustomer number
660-885-3139-02**Sprint Local Services****Summary of charges: May 8 - June 7**

Local services for 660-885-3139	11.5
Other charges	2.5
Taxes and surcharges	10.1
Total Sprint local services	\$24.1

Detail of charges: May 8 - June 7**Local services for 660-885-3139**

Local phone service	11.5
Extended calling area	.0
Total local services for 660-885-3139	\$11.5

Other charges

Long distance carrier change	2.5
Total other charges	\$2.5

Taxes and surcharges

Interstate access surcharge	5.0
<i>For an explanation of the interstate access surcharge please call 1-800-938-1172.</i>	
Telecommunications relay surcharge	.0
<i>For an explanation of the telecommunications relay surcharge please call 1-800-938-1172.</i>	
Federal universal service fund	.5
<i>For an explanation of the federal universal service fund please call 1-800-938-1172.</i>	
Number portability surcharge	.4
<i>For an explanation of the number portability surcharge please call 1-800-938-1172.</i>	
Emergency 911 surcharge	1.7
Federal tax	.6
State tax	.7
Local tax	.3
County tax	.0
Franchise tax	.6
Total taxes and surcharges	\$10.1

Customer service
1-800-788-3500

Internet address
www.sprint.com

Customer number
660-885-3139-02c

Change in Service

For your convenience this section of your bill is provided to easily identify any changes to your Sprint local service account since the last billing statement, and to confirm your carrier selections.

Summary for 660-885-3139

Current carrier selections

Confirmation

Local toll: Qwest Communications Corp
changed from Sprint Apr 17

Same

Long distance: Qwest Communications Corp
changed from MCI Apr 17

Same

Customer News

Contacting Sprint

For your convenience, information about your local phone service is available any time through Sprint's internet address— sprint.com/local. To speak with a customer care associate, call-in hours are:

Monday – Friday 8 a.m. – 6 p.m.
Saturday 9 a.m. – 1 p.m.

You can find the number of your Customer Care call center in the information pages of the telephone directory and on your bill.

Service problems can be reported 24 hours a day, seven days a week. Call toll-free 1-800-788-3600.

Call Before You Dig

Please help protect the telephone network against accidental outages from cable cuts by calling at least 48 hours before you dig or drill, toll-free: 1-800-344-7483. We will locate buried cables for you free of charge.

USBI**USBI charges****Call 1-888-479-8724 for billing inquiries***Sprint provides billing on behalf of USBI**There is no connection between Sprint and USBI**Please review all charges appearing in this section. Any question regarding these charges should be referred to the number provided for billing inquiries.***Summary of USBI charges****Charges billed on behalf of Business Options Inc****Call 1-888-479-8724 for billing inquiries****Miscellaneous charges**

UNIV SERV FD: Apr 24	660-885-3139	3.75
MONTHLY SERVICE FEE: Apr 24	660-885-3139	4.90
UNIV SERV FD: May 2	660-885-3139	3.75
MONTHLY SERVICE FEE: May 2	660-885-3139	4.90

Total Business Options Inc charges **\$17.30****Taxes**

Federal tax

Total USBI charges**\$17.80**

Important Information

State and federal regulatory news concerning your communication services.

Use of Customer Information

As we provide services to you, we develop information about the quantity, technical configuration, type, destination, amount of services you use, and other information found on your bill ("Consumer Information"). Sprint has the duty under federal law to protect the confidentiality of your Customer Information, and you have the right to control who uses it. Sprint may by law use your customer information to sell you additional services of the type you already buy from us. In order to serve you in the most effective and efficient manner, Sprint and its affiliates also may use your Customer Information for purposes of determining and offering other Sprint products and services that may interest you. If you would prefer that Sprint not use your Customer Information to offer you different types of Sprint services, now or in the future, please call 1-888-635-3733. Your decision will remain in effect until you tell Sprint to change it. Sprint's use of this information will greatly enhance our ability to meet your needs with the best rates, products and services. Be assured that your decision will have no impact on your current Sprint services and that we will not provide your Customer Information to other companies, unless you authorize us to do so.



PO BOX 33056
ST PETERSBURG FL 33733-8056

Bill Enclosed

6-13-02
free order no.
591-0078

First-Class Mail
U.S. Postage
Paid
VERIZON

-17.30

LN0604:5.123.33132 1 AV 0.255
DOYLE G & BARBARA BEESON
5757 N 300TH
CASEY, IL

06/13/02

62420-3637



How to Reach Us

Please see

page 3 for

all Verizon

numbers and

websites.

verizon

Telephone Number

217 932-5584 950517

Account Number

58 7630 3471504737 04

Statement Ending

Jun 4, 2002

ACCOUNT SUMMARY

DOYLE G & BARBARA BEESON

Previous charges

Amount of last bill	\$ 41.42
Payment received May 17. Thank You.	CR 41.42
Balance	\$.00

To avoid a 1.5% Late
Payment Charge being
added to your bill,
please pay by due date.

Current charges

Verizon basic charges	\$ 33.05
Other basic charges	30.54
Total current charges	\$ 63.59

Total amount due	\$ 63.59	46.29
Due date for current charges only	Jul 4, 2002	

Keep ▲

Visit our website at: www.verizon.com



Telephone Number

217 932-5584 950517

Account Number

58 7630 3471504737 04

Statement Ending

Jun 4, 2002

PAGE 2 OF 6

*It's our privilege
to serve you.*

Mail Payments to:
Verizon North
P.O. Box 920041
Dallas, TX
75392-0041



About Your Bill

How to pay your bill

Please mail your payment using the return envelope. Include the payment stub to ensure proper credit.

If you pay in person, bring your entire bill, including the payment stub, to an authorized payment location.

Be sure to write your 18-digit Account Number shown above on your check or money order.

Questions about your bill

If you have questions concerning your bill, please call the appropriate "Billing questions" number listed on page 3 of your bill.

Previous payments

You may have sent us a payment not processed in time to be reflected on your current billing statement. Please deduct any amount already paid before sending your current payment.

Past due amounts

The due date on your bill only applies to the current charges. Any past due amount should be paid immediately.

Service suspension for non-payment

Based on the state regulatory and notice requirements, once your bill is past due, some or all of your service may be suspended. Charges may apply to suspend and reconnect service. A deposit to reestablish your service may also be required.

Returned checks

In some states, a returned check charge may apply for each check returned for any reason.

Additional information

Please consult your local Directory for additional billing and service information.

Local Exchange Service Quality Requirements

The law obligates all telecommunications carriers to provide installation and repair in a timely manner. Credits or other remedies may be available for delays in repair, installation or missed appointments.



Telephone Number 217 932-5584 950517
 Account Number 58 7630 3471504737 04
 Statement Ending Jun 4, 2002

VERIZON
"How to Reach Us"

	Call	Visit
Billing questions	1 800 483-3000	www.verizon.com/onlinehelp
Repair	1 800 483-1000	www.verizon.com/repair
To order services	1 800 483-4000	www.verizon.com/storefront
Are you moving?	1 800 483-4000	
Online billing		www.verizon.com/onlinebill
Centro Hispano de Verizon	1 800 743-2483	

MONTHLY SERVICE - BASIC (Jun 4 to Jul 4)

Description	Qty	Unit Rate	
1 Inside Wire Maintenance	1	3.95	3.95
2 Extended Area Service	1	2.80	2.80
3 Residence line	1	6.55	6.55
4 Intrastate access charge	1	8.33	8.33
5 Interstate access charge	1	5.00	5.00
		Total	\$ 26.63

RATE ADJUSTMENTS

Description	Qty	Amount	Days	
6 Rate increase (Jun 1 to Jun 3) Residence line	1	\$.00333	3	.01
		Total		\$.01

BASIC SERVICE TAXES AND SURCHARGES

7 Federal excise tax at 3.00%	.71
8 State tax at 0.10%	.02
9 Illinois Telecom Excise Tax	1.65
10 State Infrastructure Maintenance Fee	.12
11 IL Universal Service Fee	.05
12 9-1-1 Emergency service	2.95
13 FED USF	.55
14 Svc Provider Number Portability Fee	.36
	Total
	\$ 6.41
Verizon basic charges	\$ 33.05



Telephone Number 217 932-5584 950517
 Account Number 58 7630 3471504737 04
 Statement Ending Jun 4, 2002

Total Verizon charges

\$ 33.05

Your local toll provider is Qwest Communications.

You have selected Qwest Communications as your long distance provider.

If you have checked the box on the first page of your phone bill or called your local business office and signed up to be a Literacy Champion, a tax deductible \$1 donation will be included monthly in the Verizon section of your bill. Contributions will benefit Verizon Reads, a non-profit effort supporting literacy programs.

Even if you check the box or call the local business office to sign up, you are not required to pay the literacy donation. Phone service will not be terminated if you do not contribute. To discontinue your literacy donation, call the phone number listed on page three of your bill.

Change in Charges

You help make special telecommunications equipment available for people with disabilities

Beginning Saturday, June 1, the Illinois Telecommunications Access Corporation (ITAC) fee will be ten cents a month for residence and business customers and one cent a month for Centrex customers.

ITAC is a non-profit Illinois corporation formed to provide products and services such as teletypewriters (TTYs) and telecommunications relay service.



Telephone Number 217 932-5584 950517
 Account Number 58 7630 3471504737 04
 Statement Ending Jun 4, 2002

For USBI
 questions only,
 toll free
 1 888 476-8724

COMMUNICATIONS SERVICES

Billing for USBI

The following charges appear on your Verizon bill as a service to USBI. Direct your billing questions to the phone number in the yellow border of this page.

Billing on behalf of Business Options Inc
 Billing Questions call 1 888 476-8724

USBI MISCELLANEOUS BILLING CHARGES

Charges and Credits for 217 932-5584

1 May 2	Universal Service Fund Usage Chrg	3.75
2 May 2	Business Options Monthly Svc Fee	4.90
	Total	\$ 8.65

Direct Dialed Calls

Date	Time	Place called	IL	Number called	Period	Min.	
3 Apr 24	7:47 pm	Mattoon	IL	217 235-4582	Eve	6	1.20
4 Apr 25	8:58 am	Effingham	IL	217 347-5561	Day	1	.20
5 Apr 25	7:22 pm	Ramsey	IL	618 423-2640	Eve	12	2.40
6 Apr 25	7:35 pm	Hillsboro	IL	217 532-6022	Eve	4	.80
7 Apr 26	3:05 pm	Chicago	IL	773 756-6415	Day	3	.60
8 Apr 27	12:25 pm	Hillsboro	IL	217 532-6022	Night	6	1.20
9 Apr 27	3:19 pm	Tuscola	IL	217 253-4586	Night	1	.20
10 Apr 28	11:49 am	Hillsboro	IL	217 532-6022	Night	4	.80
11 Apr 28	12:12 pm	Tuscola	IL	217 253-4586	Night	8	1.60
12 Apr 28	12:31 pm	Tuscola	IL	217 253-2422	Night	4	.80
13 Apr 29	8:27 am	Chicago	IL	773 756-6415	Day	1	.20
14 Apr 29	9:38 am	Chicago	IL	773 593-8517	Day	1	.20
15 Apr 29	10:25 am	Vandalia	IL	618 283-0118	Day	3	.60
16 May 1	1:01 pm	Tuscola	IL	217 253-2422	Day	1	.20
17 May 1	3:09 pm	Greenville	IL	618 664-4223	Day	5	1.00
18 May 1	5:14 pm	Hillsboro	IL	217 532-6022	Eve	5	1.00
19 May 1	5:19 pm	Tuscola	IL	217 253-2422	Eve	5	1.00
20 May 3	1:56 pm	Toledo	IL	217 849-2981	Day	4	.80
21 May 4	9:33 am	Livermore	KY	270 278-2708	Night	12	.84
22 May 6	6:57 pm	Mattoon	IL	217 235-3618	Eve	7	1.40
23 May 8	6:28 pm	Sefton	IL	618 347-2476	Eve	1	.20
24 May 9	5:56 pm	Tuscola	IL	217 253-2422	Eve	1	.20
25 May 11	4:49 pm	Agua Fria	AZ	623 572-6954	Night	14	2.10
				Total			\$ 19.54

For questions concerning your bill, call the number listed at the top of this page.
 The calls on this page were forwarded by USBI, the clearinghouse agent for Business Options Inc.

verizon

Telephone Number 217 932-5584 950517
Account Number 58 7630 3471504737 04
Statement Ending Jun 4, 2002

For USBI
questions only,
toll free
1 888 476-8724

COMMUNICATIONS SERVICES**Billing for USBI****TAXES AND FEES ON BASIC SERVICES**

1 Federal excise tax at 3.00%	.85
2 State tax at 0.10%	.03
3 Illinois Telecom Excise Tax	1.37
4 State Infrastructure Maintenance Fee	.10
Total	\$ 2.35

USBI basic service charges**\$ 30.54****Total for USBI****\$ 30.54**

For more information on USBI,
please access their World Wide Web Site address at: <http://www.billview.com/usbi>

About your State Saver plan

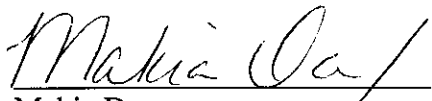
As one of our valued customers, we want to keep you informed about any changes in your long distance rates or services. On July 16, 2002, we will increase the Monthly Recurring Charge (MRC) on your State Saver plan to \$4.95. Currently the MRC is \$4.75. Everything else related to your service will remain the same.

CERTIFICATE OF SERVICE

Makia Day, a staff assistant in the Enforcement Bureau's Investigations and Hearings Division, certifies that she has, on this 15th of July, 2003, sent by first class United States mail copies of the foregoing "Enforcement Bureau's Motion to Enlarge Issues" to:

* Chief Administrative Law Judge Richard L. Sippel
Federal Communications Commission
445 12th Street, S.W., Room 1-C768
Washington, D.C. 20054

Dana Frix, Esq.
Kemal Hawa, Esq.
Chadbourn & Parke, LLP
1200 New Hampshire Avenue, N.W.
Washington, D.C. 20036
Counsel for Business Options, Inc.


Makia Day

* Hand-delivered